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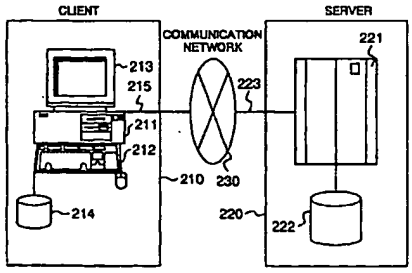
(54) Electronic commerce support method and apparatus

(57) An electronic commerce support method for managing trading in a client (210) connected to a server (220) for providing electronic commerce services to receive the electronic commerce services includes the steps of: transmitting an order for a product on the electronic commerce in response to an input by a user to the server through a communication network, receiving trading information including a trading identifier associated with the order and data on the contents of the order from the server, and storing the trading information in a storage device (214) (111,112); receiving from the server trading processing information including a present status of processing for processing initiated for the order, a present status of processing for delivery of the product corresponding to the order, a present status of processing for payment processing for the trading, and the trading identifier (113); and comparing the trading identifier included in the trading information with the trading identifier included in the trading processing information, and outputting a warning if they are not coincident, and adding the trading processing information to the trading information stored in the storage device if they are coincident (118). An electronic commerce support method for managing trading in a server (220) for providing a plurality of clients (210) with electronic commerce services, includes the steps of: receiving an order for a product in the electronic commerce in response to an input by a user from a client through a communication network (230), and performing order acceptance processing for the product in accordance with a predetermined electronic commerce processing (121); transmitting to the client trading information including a trading identifier associated with the order and data on the contents of the order (123); creating trading processing information including a present status of processing for processing initiated for the order, a present status of processing for delivery of the product corresponding to the order, a present status of processing for payment processing for the trading, and the trading identifier, and transmitting the trading processing information to the client (136); and managing the present status of processing for the processing initiated for the order, the present status of the processing for delivery of the product corresponding to the order, and the present status of processing for the payment processing for the trading until the order processing, the delivery, and the payment processing are completed (137).

FIG. 1



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EUROPEAN SEARCH REPORT

Application Number
EP 97 30 9541

DOCUMENTS CONSIDERED TO BE RELEVANT

Category	Citation of document with indication, where appropriate, of relevant passages	Relevant to claim	CLASSIFICATION OF THE APPLICATION (Int.Cl.6)
X	WO 94 28497 A (MOORE BUSINESS FORMS INC) 8 December 1994 (1994-12-08)	1-10, 17-20, 22,25-27	G06F17/60
Y	* page 1, line 1 - page 3, line 31 * * page 4, line 13 - page 16, line 8 * ---	11-14, 21,28	
Y	EP 0 370 146 A (STRATEGIC PROCESSING CORP) 30 May 1990 (1990-05-30) * Abstract * * column 33, line 34 - column 36, line 36; figures 2,14,15 * ---	11-14, 21,28	
X	WO 95 06918 A (MJT HOLDINGS INC) 9 March 1995 (1995-03-09) * Abstract * * page 11, line 8 - page 13, line 12 * ---	15,16, 23,24	
A	FR 2 733 068 A (G C TECH) 18 October 1996 (1996-10-18) * Abstract * -----	11-14, 21,28	

TECHNICAL FIELDS SEARCHED (Int.Cl.6)

G06F

The present search report has been drawn up for all claims

Place of search	Date of completion of the search	Examiner
MUNICH	16 December 1999	Corcoran, P

CATEGORY OF CITED DOCUMENTS

X : particularly relevant if taken alone
Y : particularly relevant if combined with another document of the same category
A : technological background
O : non-written disclosure
P : intermediate document

T : theory or principle underlying the invention
E : earlier patent document, but published on, or after the filing date
D : document cited in the application
L : document cited for other reasons

& : member of the same patent family, corresponding document

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LACK OF UNITY OF INVENTION
SHEET B

Application Number
EP 97 30 9541

The Search Division considers that the present European patent application does not comply with the requirements of unity of invention and relates to several inventions or groups of inventions, namely:

1. Claims: 1-14,17-22,25-26

   A client-end method for managing trading wherein "trading processing information" indicative of the current status of an order is received from a server and examined for errors and inconsistencies and a warning is output if errors or inconsistencies are detected; associated apparatus and "storage medium" (program);

2. Claims: 15-16,23-24,27

   A server-end method for managing trading wherein an order is accepted from a client and "trading processing information" indicative of the current status of the order is generated and fed back to the client; associated apparatus and "storage medium" (program) claims;

3. Claim : 28

   A "storage medium" in a shopping server having a program being arranged to receive orders from a client, to feed back trading processing information to the client and to transmit corresponding processing requests to a delivery managing server and a payment managing server (cf. Fig.2).

ANNEX TO THE EUROPEAN SEARCH REPORT ON EUROPEAN PATENT APPLICATION NO. EP 97 30 9541

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report. The members are as contained in the European Patent Office EDP file on
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16-12-1999

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For more details about this annex see Official Journal of the European Patent Office, No. 12/82